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# The Employee's Guide to Exit Interviews

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The Highland Council have agreed to carry out exit interviews for employees leaving our employment. All employees leaving the Council or moving to another post within the Council will be encouraged to complete a questionnaire and take part in an exit interview.

Your line manager should provide you with a copy of this leaflet along with an Exit Questionnaire when you first let them know that you intend to move to another job.

Please complete the Exit Questionnaire and return it to your line manager so that an exit interview can be arranged.

We hope that the following provide answers to any questions that you might have but if not please contact your Personnel Office.

## **What are exit interviews for?**

Employees leave their job or the Council for a number of reasons. During the exit interview process you are asked for your reasons for leaving and for feedback on your experience of working within your job. The feedback that you provide will help us to review some of the aspects of your employment like workload, training, flexibility of hours and work relationships to see whether we can improve the experience of staff working for the Council. If we can make improvement this will help to retain our current employees and attract new employees to fill vacancies and improve services. Your feedback is welcome and important in making these improvements.

## **What is the first step?**

As soon as you tell your line manager that you are intending to leave your current job he or she will provide you with a copy of this leaflet and ask you to complete a short Exit Questionnaire. They will also make arrangements for you to attend an exit interview with them. If you have any concerns about this process you should contact your Personnel Office.

## **What happens at the exit interview?**

The exit interview offers you the opportunity to provide honest and constructive feedback to your line manager. Your line manager will ask you a number of questions about your experience of working for the Council and will make a note of your answers. If there are any changes that your line manager can make to

make you reconsider your decision to move and it is appropriate they may discuss these with you also. The interview will probably last around 30 minutes during which your manager will take a note of your feedback.

## **What happens to the information?**

The information that you provide in the Exit Questionnaire will be held on a computer database and used to produce reports to identify the reason for employees leaving the organisation. The feedback that you provide during the interview will be held centrally and reviewed to ensure that your feedback is considered and any appropriate action taken to improve the employment environment. All information will be treated confidentially. Any information or feedback that could be linked to you will only be seen by your line manager, employees of Personnel Services and senior managers involved in considering employee feedback. Please be assured that the information and comments that you provide will not influence future references or re-employment with the Council.

## **Where can I get more information?**

If you have any queries regarding the exit interview process please speak to your line manager or contact your Personnel Office.

**Thank you for your help.**

## **Area Personnel Contacts:**

Inverness, Nairn Badenoch & Strathspey: (01463) 702946  
Caithness & Sutherland: (01955) 607716  
Ross & Cromarty, Lochaber and Skye & Lochalsh: (01349) 868588